

REPORT NO. 12-53
DATE: 11/20/2012
ANALYST: Mike Hebner

CLASSIFICATION REPORT

PROPOSED TITLE:	Director Regulatory Services
CURRENT TITLE:	Director Regulatory Services
INCUMBENT:	Vacant
REASON FOR REQUEST:	Request to review a proposed appointed position to determine the appropriate classification Level
DATE QUESTIONNAIRE SUBMITTED:	12/3/2012
DATE OF PREVIOUS STUDY:	N/A
DISPOSITION OF PREVIOUS STUDY:	N/A
PERSONS INTERVIEWED:	Jar Stroebel, Interim Director Regulatory Services Kelly Charlton, HR Generalist
RECOMMENDATION:	Establish the position as Director Regulatory Services Services, (Appointed) (703 Points)

The position being reviewed here will lead the new Regulatory Department which will include Housing Inspection Services, Fire Inspection Services, Problem Properties, Animal Control, and Traffic Control. It will direct, manage, and lead the activities of Housing Inspection Services, Fire Inspection Services, and the Problem Properties Divisions to uphold and improve the safety and quality of the City's housing stock, and oversee Traffic & Parking Control and Animal Control activities in the City. It will be responsible for leading and directing the reorganized Regulatory Services Department in a manner consistent with the vision, mission, and values of the City of Minneapolis.

The duties of the position are listed below:

- Provide executive direction and management of Regulatory Services department with 140+ staff and budget of \$17 million.
- Direct the activities of the Housing Inspection, Problem Properties and Fire Inspection Divisions to ensure the livability and safety of all commercial and residential properties in the City of Minneapolis.

- Direct the activities of the Traffic Control Division, including enforcement citations and traffic control for events.
- Direct the activities of the Animal Care and Control Division ensuring the safety of the public and enforcing City code pertaining to animals.
- Direct the Office of Administrative Hearings, charged with managing the City's quasi-judicial hearing and other due processes.
- Direct and manage all aspects of the Department in the areas of administration, finance, personnel and program initiatives.
- Coordinate with the Minneapolis Fire Department on the management and delivery of fire inspection services through the Fire Marshal and Fire Inspection staff.
- Partner with other City department heads to develop action plans that support City and/or department goals and initiatives.
- Develop relationships and partnerships with property owners, community leaders, business executives and City Officials to collaborate on various regulatory issues.
- Develop strategic plans and implement organizational change to improve the delivery of services to customers and end users.
- Respond to requests and complaints from the Mayor, City Council members and the public.
- Work with others to develop policy, improve local ordinances and state codes; represent the City on various internal and external boards and committees; testify in public and legislative hearings on matters relating to codes and ordinances.
- Develop, implement and direct new initiatives to maximize effectiveness and efficiency in pursuit of departmental objectives.

POSITION ANALYSIS

PREREQUISITE KNOWLEDGE

Based on the mission of the department the incumbent will need extensive knowledge and understanding of state statutes, including the state fire code, state building code, City ordinances, including fire, housing maintenance, building, and health codes. The person hired will be expected to have a high level of communication skills combined with strong knowledge of government processes. The position will require Bachelor's Degree in Public or Business administration, Fire Science, or other relevant field and ten years of progressively responsible broad based experience in code and regulatory enforcement including management experience or equivalent. A rating of **75 points** is appropriate for the level education and experience required.

DECISIONS AND ACTIONS

A rating of **75 points** will be assigned for this factor. The job will supervise several managers of significant units on matters relating to interpretation and application of ordinances and other rules, and regarding formal appeals by property owners and business owners, and residents in order to ensure adequate research, due process, accuracy and consistency of code enforcement. The incumbent also will provide guidance to managers in areas of responsibility, where decisions have serious public safety considerations and potentially large economic impact on individual property owners or occupants. The position will have a significant impact of the quality of the City housing stock, and in other enforcement

activities in the City. At this level jobs manage departments with significant impact on expenditures or revenue. At this level the job is responsible for projects, plans, budgeting, staffing, and related operating decisions for a significant sized organization. Work is of considerable variety and complexity, usually involving all phases of a major function. Performance has considerable influence on finances or delivery of services; and image of the City.

SUPERVISORY RESPONSIBILITY

The position will supervise 5 division or unit managers, and have management authority over 150 employees. A rating of **60 points** is appropriate and will be assigned

RELATIONSHIPS RESPONSIBILITY

A rating of **75 points** will be assigned on this factor. The job will be a leadership position that has authority to speak for a large area of accountability in terms of the City Organization. It will have very important communications responsibilities which will require considerable tact and diplomacy. Issues dealt with will be broad and many will have City-wide impact and require considerable persuasion, where cooperation is needed in order to achieve objectives. Issues related to inspections, animal control, and/or traffic violations are often controversial. Contact with the media and the general public requires considerable skill as most interactions revolve around sensitive issues. Internally, contacts will be with other divisions and departments through all levels, but typically through higher levels such as Directors, Deputy Directors and highly placed managers. At this level the job represents the Department before the City Council, and other important bodies.

WORKING CONDITIONS

The position will work in an office setting with exposure to typical office equipment and technology. A rating 20 points will be assigned. Most department heads, managers and professionals are at this rating.

EFFORT

A rating of **70 points** will be applied for the Effort Factor. Jobs at this level are typically appointed classifications, which include Department Heads and primarily require mental effort. In these positions there is a high level accountability for planning, coordinating, and monitoring activities which requires mental effort and creates stress. These are executive level decision making positions and there are competing priorities which create stress and require mental effort in developing alternative recommendations or plans for budgets, personal actions, Department initiatives, solutions for identified problems. There are numerous pressures to meet deadlines on projects, reports, budget preparation, plan development, and handling inquiries. The physical effort in these positions corresponds to that required in most executive positions working in an office environment.

RECOMMENDATION:

Establish the position as Director, Regulatory Services (Appointed) (703 Points)

The proposed position meets the criteria for appointed positions under the Minneapolis Code of Ordinance, Section 20.1010 as follows:

- 1. The person occupying the position must report to the head of the designated City Department or the Designated City Department Head's Deputy.**

The position will be a Department Head in the City System.

- 2. The person occupying the position must be part of the designated Department Head's management team**

As the Department Head the position will head up the management team in the Department

- 3. The duties of the position must involve significant discretion and substantial involvement in the development, interpretation, or implementation of City or department policy.**

The position will be responsible for overseeing the interpretation, and the development and implementation of Department and City policy

- 4. The duties of the position must not primarily require technical expertise where continuity in the position would be significant.**

The person hired will need good functional technical skills in the work, but as highly placed executive position will also need a strong leadership and vision will be very vital and important skills for the person to have.

- 5. There is need for the person occupying the position to accountable to, loyal to, and compatible with the Mayor, City Council, and the Department Head.**

As a Department Head in highly active Department with visible activities which entail frequent contact with City stakeholders, including homeowners, property owners, and other citizens, the person hired will need to be compatible with, loyal to, and accountable to all Elected Officials.

CLASSIFICATION FACTOR WORKSHEET								
Benchmark Classifications	Factors						Total Points	Grade Level
	1	2	3	4	5	6		
Manager Parking Management and Traffic Control	55	55	10	50	20	30	475	10
Manager Animal Control	60	55	20	60	20	50	515	11
Manager Problem Properties	65	60	10	65	30	50	548	12
Manager Fire Inspections Services	60	60	15	60	30	50	530	11
Manager Housing Inspections	70	65	35	70	20	55	610	13
Director Housing Inspection Services	70	70	45	70	20	65	645	14
Director Regulatory Services	85	85	75	80	20	70	795	17
PROPOSED CLASSIFICATION								
Director Inspection Services, Traffic and Animal Control	75	75	60	75	20	70	703	15

1. Prerequisite Knowledge
2. Decisions and Actions
3. Supervisory Responsibility
4. Relationship Responsibility
5. Working Conditions
6. Effort

Executive Exemption

The position will be compensated a rate beyond the minimum required - \$455 per week; and the employee's primary duty will be managing a recognized Department of the City. The position will direct the work of around 150 fulltime employees, which is more than the minimally required two full-time employees or their equivalent; and as a Department head the position will have the authority to hire or fire other employees within the framework of the City system (the employee's suggestions and recommendations as to the hiring, firing, advancement, promotion or any other change of status of other employees must be given particular weight).

DIRECTOR, REGULATORY SERVICES**CODE: CXXXXX****SUPERVISED BY:** Executive Committee**SUPERVISES:** Manager Traffic Control, Manager Animal Care and Control, Manager Fire Inspections (Fire Marshal), Manager Housing Inspections and Manager Problem Properties.**NATURE OF WORK***Responsible for leading, directing and managing the Regulatory Services Department in a manner consistent with the vision, mission, and values of the City of Minneapolis.***TYPICAL DUTIES AND RESPONSIBILITIES****(Including, but not limited to the following)**

- Provide executive direction and management of Regulatory Services department with 140+ staff and budget of \$17 million.
- Direct the activities of the Housing Inspection, Problem Properties and Fire Inspection Divisions to ensure the livability and safety of all commercial and residential properties in the City of Minneapolis.
- Direct the activities of the Traffic Control Division, including enforcement citations and traffic control for events.
- Direct the activities of the Animal Care and Control Division ensuring the safety of the public and enforcing City code pertaining to animals.
- Direct the Office of Administrative Hearings, charged with managing the City's quasi-judicial hearing and other due processes.
- Direct and manage all aspects of the Department in the areas of administration, finance, personnel and program initiatives.
- Coordinate with the Minneapolis Fire Department on the management and delivery of fire inspection services through the Fire Marshal and Fire Inspection staff.
- Partner with other City department heads to develop action plans that support City and/or department goals and initiatives.
- Develop relationships and partnerships with property owners, community leaders, business executives and City Officials to collaborate on various regulatory issues.
- Develop strategic plans and implement organizational change to improve the delivery of services to customers and end users.
- Respond to requests and complaints from the Mayor, City Council members and the public.
- Work with others to develop policy, improve local ordinances and state codes; represent the City on various internal and external boards and committees; testify in public and legislative hearings on matters relating to codes and ordinances.
- Develop, implement and direct new initiatives to maximize effectiveness and efficiency in pursuit of departmental objectives.

MINIMUM EDUCATION: Bachelor's degree in Public or Business Administration, Fire Science, or other relevant field or equivalent. An advanced Degree in Public or Business Administration, Urban Planning,

Law or Equivalent is preferred.

MINIMUM EXPERIENCE: Ten years of progressively responsible broad based management experience in code and regulatory enforcement.

LICENSES/CERTIFICATIONS: N/A.

OTHER SPECIFICATIONS

- Ability and commitment to develop and promote a diverse productive work environment and to direct and lead and supervise diverse teams and individuals in a large organization.
- Ability to direct, coordinate and implement programs with staff from multiple departments and businesses.
- Ability to develop long-range plans and programs and the ability to look for ways to proactively accomplish goals and objectives through planning, process improvement and innovation.
- Knowledge and ability in the development and use of new technology and systems.
- Extensive knowledge and understanding of state statutes, including the state fire code, state building code as related to housing and fire inspection, city ordinances, including fire, housing maintenance, health and environmental codes.
- Extensive working knowledge of City and departmental policies and practices with special emphasis on knowledge of the principles and practices of regulatory and enforcement administration.
- Strong and effective communication skills, with the ability to articulate a point or opinion, listen to feedback and incorporate other points of view.
- Public relations skill in handling diverse groups with divergent priorities
- Excellent oral and written communication skills and ability to make presentations.
- Strong organizational skills with thoroughness and attention to detail
- Innovative and creative in finding solutions for difficult situations
- Ability to prioritize, think conceptually, work under pressure and time constraints.

WORKING CONDITIONS: Office and field.

PROMOTIONAL LINE: STAFF ASSISTANCE
GRADE: 15 (703 Points - Exempt)
CLASSIFIED: December 2012
JOB SPEC: Decembber 2012

CITY OF MINNEAPOLIS